



State of Missouri
Department of Public Safety

Annual Report

Fiscal Year July 1, 2007 - June 30, 2008

Pearl Harbor • El Alamein • Operation Husky • Operation Torch • D-Day • Leyte Gulf •



"They Have Earned Our Undying Gratitude. America Will Never Forget Their Sacrifice"
- President Harry S. Truman



*Dedicated to the Memory of
S. Lee Kling
1929-2008*

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Our Legacy

The Missouri Veterans Commission is a state agency established by Missouri Statute to aid all Veterans, their dependents, and legal representatives by providing information regarding the rights of Veterans and their dependents and to assist Veterans in accessing their available benefits through State and Federal Government.

Our Mission & Vision

MISSION: The Missouri Veterans Commission will provide our Veterans with timely benefits assistance, skilled nursing care and a final resting place with honor

VISION: The Missouri Veterans Commission supports our Veterans: past, present and future

Our Core Values

Service

We focus on exceeding our Veterans expectations

Knowledge

We are experts in meeting Veterans needs

Quality

We strive for optimal outcomes in every situation

Dignity

We respect the sacrifice of our Veterans

Integrity

We match our actions to our words

Honor

We uphold our Veterans: Past, Present & Future

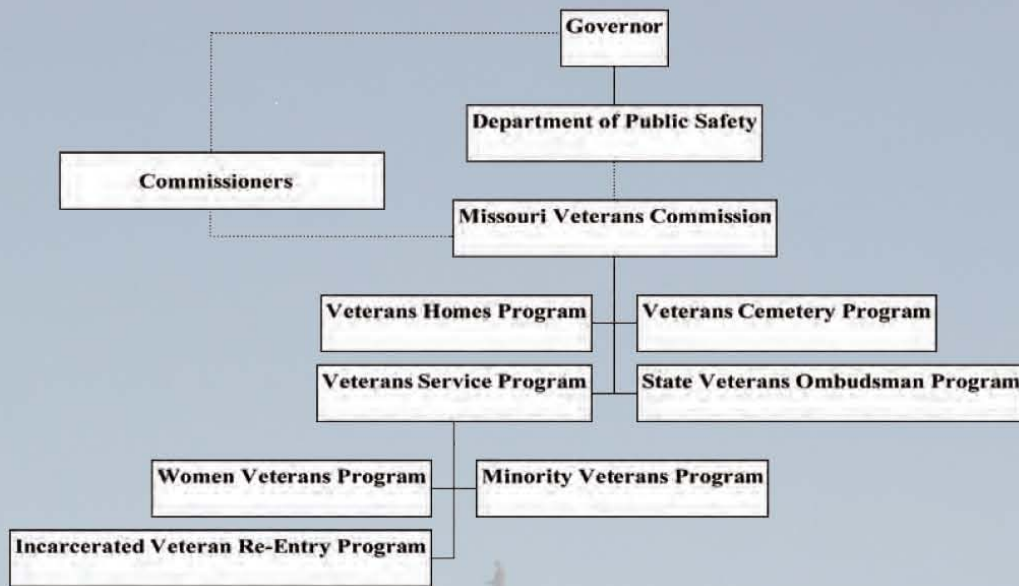
Compassion

We are privileged to care for our Veterans

Loyalty

We stand beside our Veterans forever

Organization



Commissioners



Joseph J. Frank
Chair



Bernadette A. Miller
Vice-Chair



John D. Comerford
Member



Carson Ross
Member



Philip E. Prewitt
Member

Executive Summary

The Missouri Veterans Commission is proud to present the Fiscal Year 2008 Annual Report. It was a year of exciting change and growth as we continued our mission to provide Veterans with timely benefits assistance, skilled long-term nursing care, and a final resting place with honor.

This year saw the completion of a demographics assessment of Missouri's Veterans by Rose International. The data provided by Rose International, some of which can be seen throughout this report, will help provide guidance to the Commission as we plan for the needs of Missouri's Veterans past, present, and future.

In FY 08 the Veterans Services Program, formerly the Service to Veterans Program, brought in a record number of federal benefits to our Veterans, exceeding \$700 million dollars. The Veterans Ombudsman, Minority Veterans, and Women Veterans programs worked to increase public awareness and advocate the issues affecting Missouri's Veterans and active service members through events and activities across the state. The Veterans Services Program also saw expansion with the creation of the Incarcerated Veterans Reentry Program.

The Veterans Homes Program increased its staff, enabling all seven Homes to reach census to nearly 99%, meet federal staffing regulations, and lower the waiting list for admissions.

The Veterans Cemetery Program continues to grow with increasing interments causing us to seek additional federal monies for new columbarium walls to accommodate a record number of our Veterans being cremated. The Veterans Cemetery to be located at Ft. Leonard Wood is still on track to be completed by fall of 2009.

FY 08 also saw the passage of several bills that affect the Veterans and active duty service members of our state. Signed by Governor Blunt were bills that authorized the Governor to declare US and Missouri flags flown at half-staff when a Missouri resident is killed in combat, limited the amount of tuition costs at Missouri's higher education institutions for combat veterans after 9/11, eased educational requirements of military children who move here from other states, require any flag flown on state property be manufactured here in the United States, and gives preference to disabled veteran businesses in state purchasing contracts.

As we look to Fiscal Year 2009, the Missouri Veterans Commission will continue in our efforts to partner with elected officials, federal and other state agencies, and Veterans Service Organizations to maximize benefits and provide the highest quality service possible to our Veterans in the upcoming year.

Funding

The Missouri Veterans Commission is funded by five separate sources:

General Revenue is a source of funding for the Homes Program, Veterans Services Program, and Central Office operations.

The Home Fund is the primary source of funding for the Missouri Veterans Homes and it's main source of funding is from the residents living in the home and per diem reimbursements from the Federal Department of Veterans Affairs.

The Veterans Commission Capital Improvements Trust Fund (VCCITF) is comprised of transfers from the Gaming Commission Fund for the operation, maintenance, and repairs of the four cemeteries and the maintenance, repair, renovation, and construction projects at the seven veterans Homes.

The Veterans Trust Fund receives donations from businesses, individuals, or through your income tax form check-off box. These funds are used across the Commission.

Federal funds supplement the construction of the homes and cemeteries. Federal funds are funded from grants which fund a percentage of the total cost of the project. For example, construction of the last two cemeteries were funded 100% from federal grants, and the first two cemeteries were funded with 50% federal grants. Capital projects for the homes are typically funded at 65% federal and 35% state share of the total construction cost.

Veterans Trust Fund Statement of Receipts and Disbursements Fiscal Year 2008	
Beginning Cash, July 1, 2007	\$449,746
<u>Receipts</u>	
Tax Check-Off	\$60,662
Interest Income	\$21,697
Direct Donations	\$4,119
Total Receipts	\$86,478
<u>Disbursements</u>	
Professional Development	\$47,258
Veterans Benefits Awareness Program	\$8,145
Transfers	\$896
Total Disbursements	\$56,299
Net Receipts (Disbursements)	\$30,179
Ending Cash, June 30, 2008	\$479,925

Home Fund Statement of Receipts and Disbursements Fiscal Year 2008	
Beginning Cash, July 1, 2007	\$3,282,032
<u>Receipts</u>	
Federal Department of Veterans Affairs- Per Diem, CBOC Leases, Travel	\$32,657,260
Resident Charges	\$26,469,048
Cafeteria Sales	\$354,708
Interest	\$339,322
Refunds	\$73,794
Purchasing Card Rebates	\$153,007
Other	\$28,301
Total Receipts	\$60,075,440
<u>Disbursements</u>	
Personal Services	\$35,894,716
Fringe Benefits	\$16,619,246
Homes Operating Expenditures	\$3,343,512
Cost Allocation Plan	\$642,609
Information Technology Operating Expenditures	\$841,119
Central Office Operating Expenditures	\$120,905
Total Disbursements	\$57,462,107
Net Receipts (Disbursements)	\$2,613,333
Ending Cash, June 30, 2008	\$5,895,365

Veterans Commission Capital Improvement Trust Fund Statement of Receipts and Disbursements Fiscal Year 2008	
Beginning Cash, July 1, 2007	\$12,479,061
<u>Receipts</u>	
Transfers from Gaming	\$6,000,000
Interest	\$632,355
Burial Reimbursements from VA (Springfield, Higginsville, Jacksonville, Bloomfield)	\$178,200
Other	\$1,761
Total Receipts	\$6,812,316
<u>Disbursements</u>	
Construction	\$486,431
Cemetery Operations (Springfield, Higginsville, Bloomfield, Jacksonville)	\$1,470,318
Veterans Service Officer Grants	\$750,000
Fringe Benefits and Cost Allocation Plan	\$517,058
St. James Personal Services	\$22,708
Information Technology Operating Expenditures	\$2,732
Medals and Medallions Personal Services	\$86,037
Medals and Medallions Operating Expenditures	\$307,101
Total Disbursements	\$3,642,385
Net Receipts (Disbursements)	\$3,169,931
Ending Cash, June 30, 2008	\$15,648,992

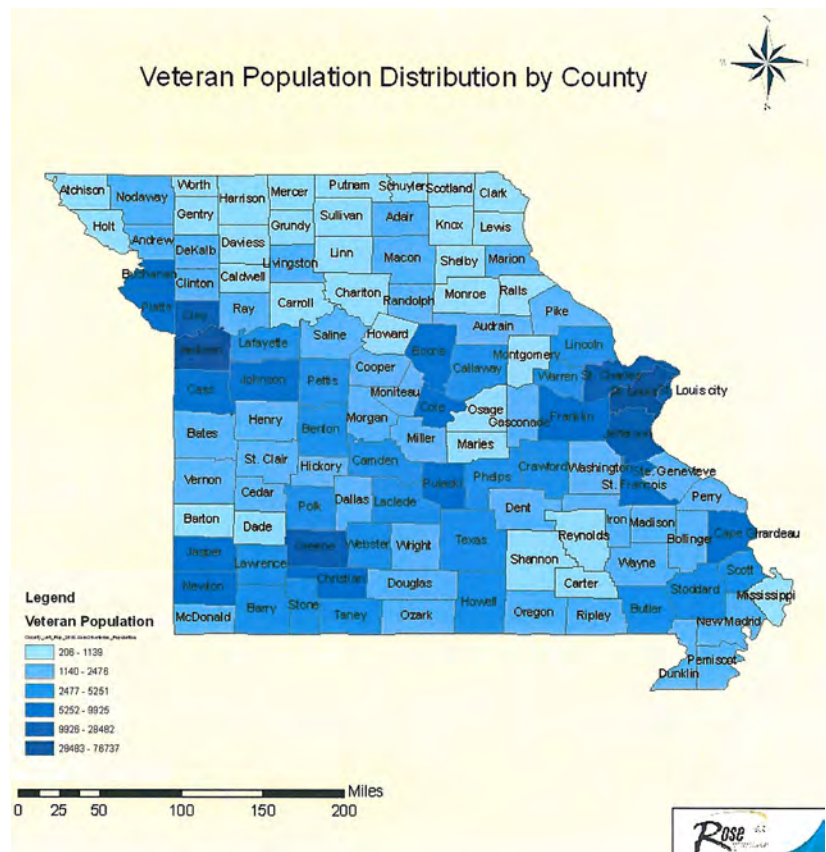
Veterans Services Program

The Veterans Service Program provides counseling and assistance to Veterans and their dependents throughout the state by accredited Veterans Service Officers and Assistants. Currently there are approximately 543,000 Veterans living in Missouri, and they are all potential clients.

At the end of Fiscal Year 2008, the amount of Compensation and Pension dollars being paid to Missouri Veterans exceeded \$700 million dollars. We fully expect this amount to continue to increase in the future as the current engagements in Iraq and Afghanistan, combined with the influx of our Vietnam Veterans coming into the VA system have caused an increase in claims.

FY 08 also saw the full implementation of the Virtual Veterans Software, a computer program designed to help veteran advocates assist Veterans in obtaining their rightful benefits from the Department of Veterans Affairs, state, and local agencies. The program provides software solutions for document management, data management, and report production.

For FY 08, this software indicated that our Veterans Service Officers had 107,846 client contacts, completed 26,816 forms that resulted in 12,048 claims. In the future, this software in conjunction with digital record management will allow us to refine the reporting process to create reports that will be available by region, county, Veterans Service Officer, and zip code.



Veterans Service Grant Program

In 2001, the Missouri Veterans Commission began the Veterans Service Grant Program. In its first year, the program awarded over \$400,000 in grants to six Veterans Service Organizations. This program has allowed the Commission to assist Veterans Service Organizations as well as city and county agencies in Missouri to continue providing services and assistance to Veterans.

In subsequent years the total grant amount was raised to \$750,000 and allowed the Veterans Service Organizations to provide additional service officers and community resources for Missouri's Veterans. In Fiscal Year 2008, the Commission received authorization to increase to \$1 million the total amount grantable to Veterans Service Organizations, cities, and county agencies. A portion of this grant allowance will be used by Veterans Service Organizations to provide additional outreach.

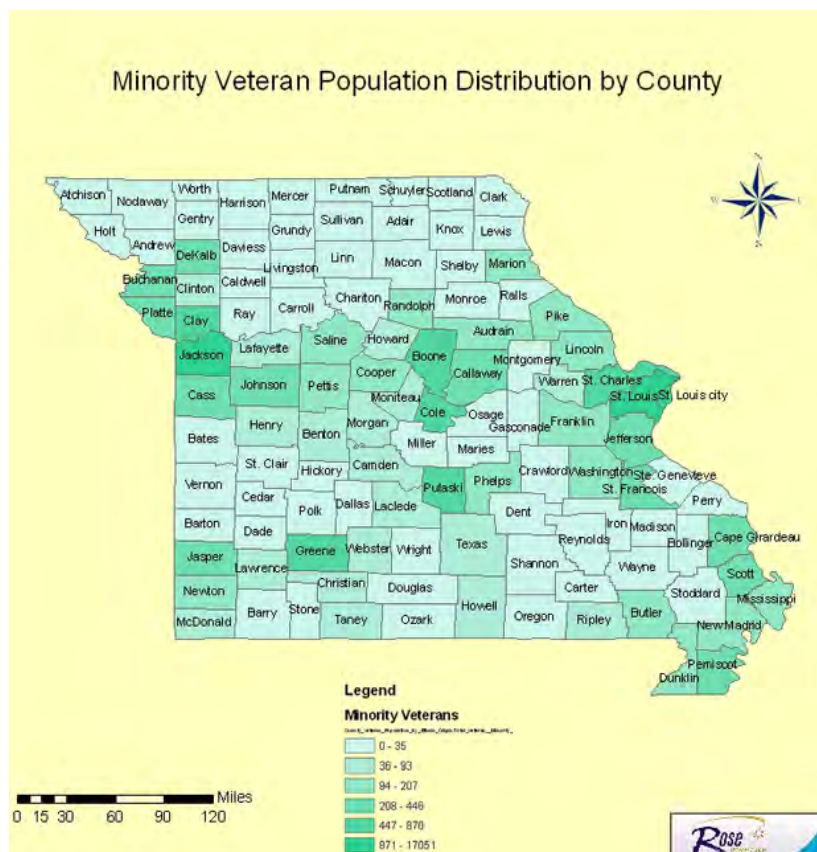
State Veterans Ombudsman Program

The State Veterans Ombudsman Program (Operation Outreach initiative), established in 2004 to address the extraordinary needs of Missouri's service members supporting the Global War on Terror (GWOT), advocates individual cases, coordinates resources and navigates the myriad of programs available to support the unexpected needs of deployed Service Members, dual status Veterans, Veterans, and their families.

In FY 08, the Veterans Ombudsman Program developed 89 special programs including the Freedom Walk/Support Your Troops, State Intra-Agency Veterans Summit and state and national connectivity regarding benefits which recognize and support the service of Missouri's 543,000 Veterans. 114 separate presentations were given to create awareness about the issues affecting these Heroes in regards to finances, medial needs, family issues, transition benefits, employment issues, accessing federal and state benefits and benevolent resources, and specifically Post Traumatic Stress and Traumatic Brain Injury; 803 new cases were opened, coordinating over \$2 million to date in resources. The program has a 100% success rate in advocating on behalf of increased DOD ratings for injured/wounded service members.

The State Veterans Ombudsman Program has been recognized internationally for its Best Business practices and continues to provide support to the Missouri Military Family Relief Fund, the Missouri Military Preparedness Enhancement Commission, and the Missouri Association of Veterans Organizations - all who support the Triad of Patriots who protect America's values: Families, Service Members, and Employers.

Minority Veterans Program



The Minority Veterans Program was officially established in March of 2006 as a pilot program in Kansas City. This program promotes VA benefits, services, and programs for eligible minority veterans and their surviving spouses, and encourages them to apply. A major strategic goal of this program is to expand to St. Louis, Cape Girardeau, and Springfield.

In FY 08, the Minority Veterans Coordinator conducted and planned Benefits Awareness Fairs, Town Hall Meetings, Focus Group Meetings, Stand Downs, Community Network Outreach, and Veteran Benefits Workshops for minority veterans, consisting of the following groups:

- Asian Americans
- African Americans
- Hispanic Americans
- Hawaiians/Pacific Islanders
- Native Americans/Alaskan Native

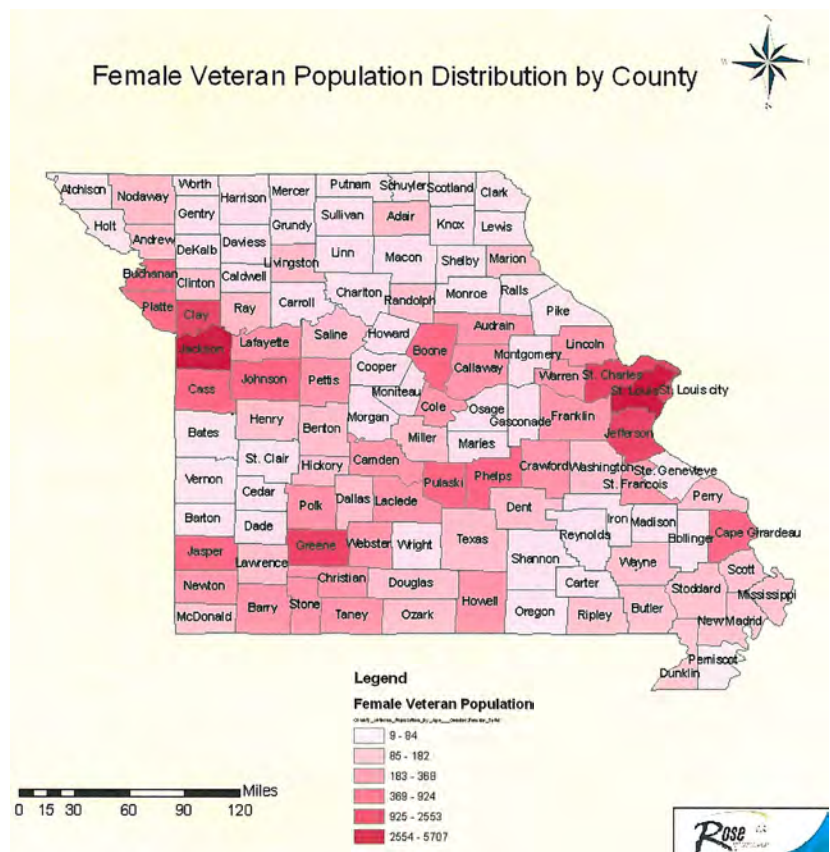
Collaboration efforts founded the establishment of the National Association of Black Veterans (NABVETS). NABVETS aim is to mobilize Minority Veterans to reach out to local Veterans and to help house the vast number of homeless Veterans.

Women Veterans Program

The mission of the Women Veterans Program is to facilitate proactive leadership and services for Women Veterans, their dependents and survivors in Missouri.

Missouri is dedicated to its nearly 36,000 Women Veterans. In FY 2008, the data base for the Women Veterans Registry has grown to over 500, and over 900 newly discharged women veterans have been contacted since July 2005.

This year, the Women Veterans Coordinator hosted the annual state wide Women Veterans Conference as well as attended the Women Veteran Summit in Washington D.C. She also serves on the executive committee of the National Association of State Women Veteran Coordinators. Additionally, she has continued the quarterly Women Veterans newsletter and continues to update the program's state wide women veterans data base.



Incarcerated Veterans Program

In February 2007 the Missouri Veterans Commission and the Department of Corrections signed a formalized agreement to provide direct services to Missouri incarcerated Veterans. The Incarcerated Veterans Program works to facilitate the transition of Veteran offenders to a productive life in the community. The program serves Veteran offenders and their families as a principal advocate in ensuring that they receive appropriate services and empower the offenders with hope and a new direction.

Currently, there are over 3,500 Veterans incarcerated in Missouri's Department of Corrections and annually 700 to 800 incarcerated Veterans are released. The Missouri Veterans Commission continues to develop Re-entry initiatives to facilitate the transition of incarcerated Veterans to a productive life in the community. In collaboration with the Department of Workforce Development, the Incarcerated Veterans Program is starting a program to assist ex-offenders with employment. Every three months the Incarcerated Veterans Program will hire an ex-offender. During this time, the ex-offender will work closely with Workforce Development to find full time employment.

One of the goals in FY 08 was to reduce the number of VA overpayments. In the past, Veterans who failed to notify VA of their incarceration resulted in large overpayments. Upon release, the incarcerated veteran then lost all VA benefits until the overpayment was recovered. In a collaborating effort, the Missouri Veterans Commission and the Department of Corrections worked together and developed a reporting system to help reduce the number of overpayments. Since implementing this program, there have been several VA checks that have been stopped, thus saving several thousand dollars in both Federal and State taxes. This ensures that the veteran does not leave the correctional facility with an overpayment and the hardships that come with this additional burden.

Veterans Homes Program

The Missouri Veterans Homes Program whose goal is to “honor and serve the Veterans whose dedication and sacrifice have preserved our nation and its freedoms” operates seven exemplary Homes with 1,350 skilled nursing care beds. The Homes Program has a reputation for excellence in quality outcomes, resident and family satisfaction, and regulatory compliance.

During FY 2008 the Program received additional direct care employees enabling the Homes to meet federal staffing regulations and increase resident census from 91% in July 2007 to 99% in June 2008. This census surge resulted in

an additional 104 Veterans per day receiving skilled nursing care in a Missouri Veterans Home and has decreased the number of Veterans on the waiting list from 1,002 to 948.

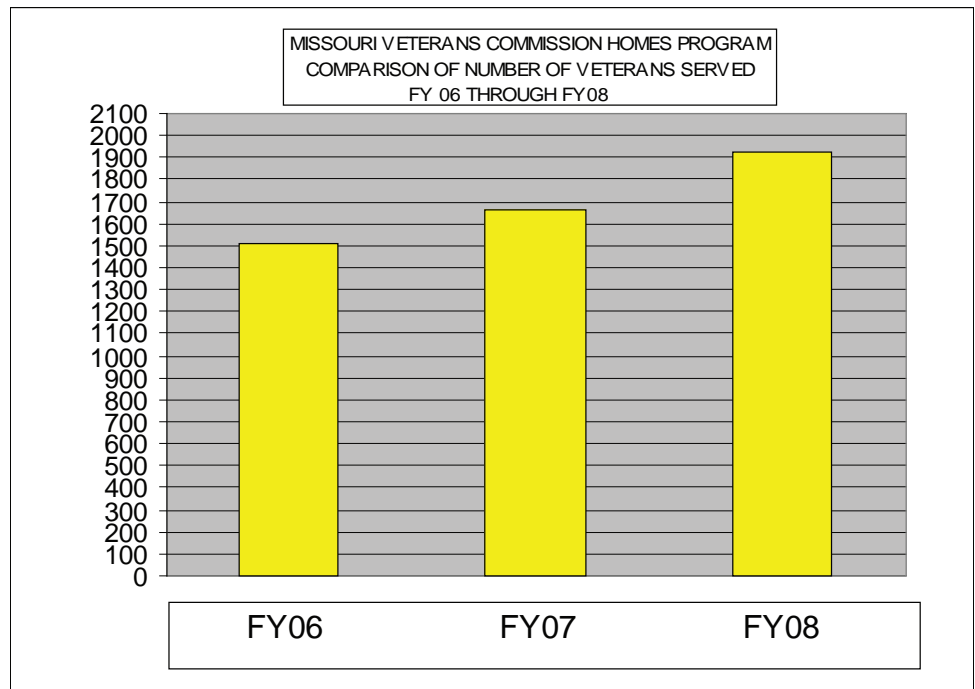
A total of 1,927 Veterans received skilled nursing care in FY 2008, up from 1,658 Veterans served in FY 2007. During this period all Homes operated in compliance with 158 Federal Department of Veterans Affairs regulations while the overall satisfaction with care and services as rated by residents and families in annual surveys was 93%.

Because of a highly competitive healthcare market, the Homes Program implemented two initiatives to promote the Homes as an employer of choice in a career that ‘honors and serves’ Veterans. To enhance nursing assistant career growth and advancement opportunities, the certified nursing career ladder was expanded to a third step that includes a lead worker position. Eighty-one Lead Workers advanced through this newly established program which enhances the quality of care and service.

In a second initiative, the domestic aide program, 198 individuals were recruited and trained as certified nursing assistants. While in training, domestic aides work in the nursing department to support positive clinical outcomes by focusing on fall prevention, bed-making, hydration, assisting with a pleasant dining experience and cleaning equipment. Many domestic aides, once certified, chose the Missouri Veterans Home for full time employment.

142 employees were recognized for their outstanding service with awards from the National Association of Health Care Assistants, as Missouri Employees of the Month, Department of Public Safety Employees of the Month, Missouri Veterans Commission Employees of the Month and the Homes Program’s annual Parade of Stars event.

For more information regarding admission eligibility requirements, and benefits, please contact any of the seven veterans homes.



Veterans Cemeteries Program

The Veterans Cemeteries Program oversees four state veterans cemeteries, commemorating almost 100 years of military service, from World War I to the present. Our belief is that we have a sacred obligation to honor those men and women who have served our nation so well, in war and in peace. This obligation is reflected in a 95.6% satisfaction survey result taken of family members of those interred.

Fiscal Year 2008 has brought us closer to the completion of our fifth cemetery to be located adjacent to Fort Leonard Wood. FY 08 has also brought to light the need to seek additional federal funding to construct new columbarium walls to accommodate a record number of veterans being cremated.

For more information regarding interment services and benefits, eligibility requirements, and pre-certification registration, please contact any of the four cemeteries.

MISSOURI VETERANS COMMISSION CEMETERIES PROGRAM INTERMENT AND PRE-CERTIFICATIONS FY01 through FY08		
	Interments	Pre-Certifications
FY 2001	616	2200
FY 2002	1053	3675
FY 2003	1537	5741
FY 2004	2207	8716
FY 2005	3056	11095
FY 2006	3854	12981
FY 2007	4994	15845
FY 2008	5888	17425
Total	23205	77678



Contacts & Locations

Missouri Veterans Commission

205 Jefferson Street, 12th Floor
P.O. Drawer 147
Jefferson City, MO 65102
573-751-3779

Veterans Program Information

1-866-838-4636
www.mvc.dps.mo.gov
movets@mvc.dps.mo.gov

Veterans Homes

Missouri Veterans Home Cameron

1111 Euclid
Cameron, MO 64429
Phone: 816-632-6010

Missouri Veterans Home Cape Girardeau

2400 Veterans Memorial Drive
Cape Girardeau, MO 63701
Phone: 573-290-5870

Missouri Veterans Home Mexico

#1 Veterans Drive
Mexico, MO 65265
Phone: 573-581-1088

Missouri Veterans Home Mt. Vernon

1600 S. Hickory
Mt. Vernon, MO 65712
Phone: 417-466-7103

Missouri Veterans Home St. James

620 N. Jefferson
St. James, MO 65559
Phone: 573-265-3271

Missouri Veterans Home St. Louis

10600 Lewis & Clark Blvd.
St. Louis, MO 63136
Phone: 314-340-6389

Missouri Veterans Home Warrensburg

1300 Veterans Road
Warrensburg, MO 64093
Phone: 660-543-5064

VSO Regional Offices

Veterans Service Region Northeast

1500 Vandiver Drive, Suite 107
Columbia, MO 65202
Phone: 573-882-5135

Veterans Service Region Northwest

Missouri State Office Building
525 Jules, Room 320
St. Joseph, MO 64501
Phone: 816-387-2841

Veterans Service Region St. Louis

VA Regional Office, Room 107
400 South 18th Street
St. Louis, MO 63103-2271
Phone: 314-552-9885

Veterans Service Region Southeast

140 Replacement Ave.
Building 470, Room 2218-A
Fort Leonard Wood, MO 65473
Phone: 573-596-0193

Veterans Service Region Southwest

1410 S. Kansas Expressway
Room #115
Springfield, MO 65807
Phone: 417-895-6532

Veterans Ombudsman

205 Jefferson Street, 12th Floor
P.O. Drawer 147
Jefferson City, MO 65102
Phone: 573-751-3779

Veterans Cemeteries

Missouri Veterans Cemetery Bloomfield

17357 Stars & Stripes Way
Bloomfield, MO 63825
Phone: 573-568-3871

Missouri Veterans Cemetery Higginsville

20109 Business Highway 13
Higginsville, MO 64037
Phone: 660-584-5252

Missouri Veterans Cemetery Jacksonville

1479 County Road 1675
Jacksonville, MO 65260
Phone: 660-295-4237

Missouri Veterans Cemetery Springfield

5201 South Southwood Road
Springfield, MO 65804
Phone: 417-823-3944

Minority Veterans

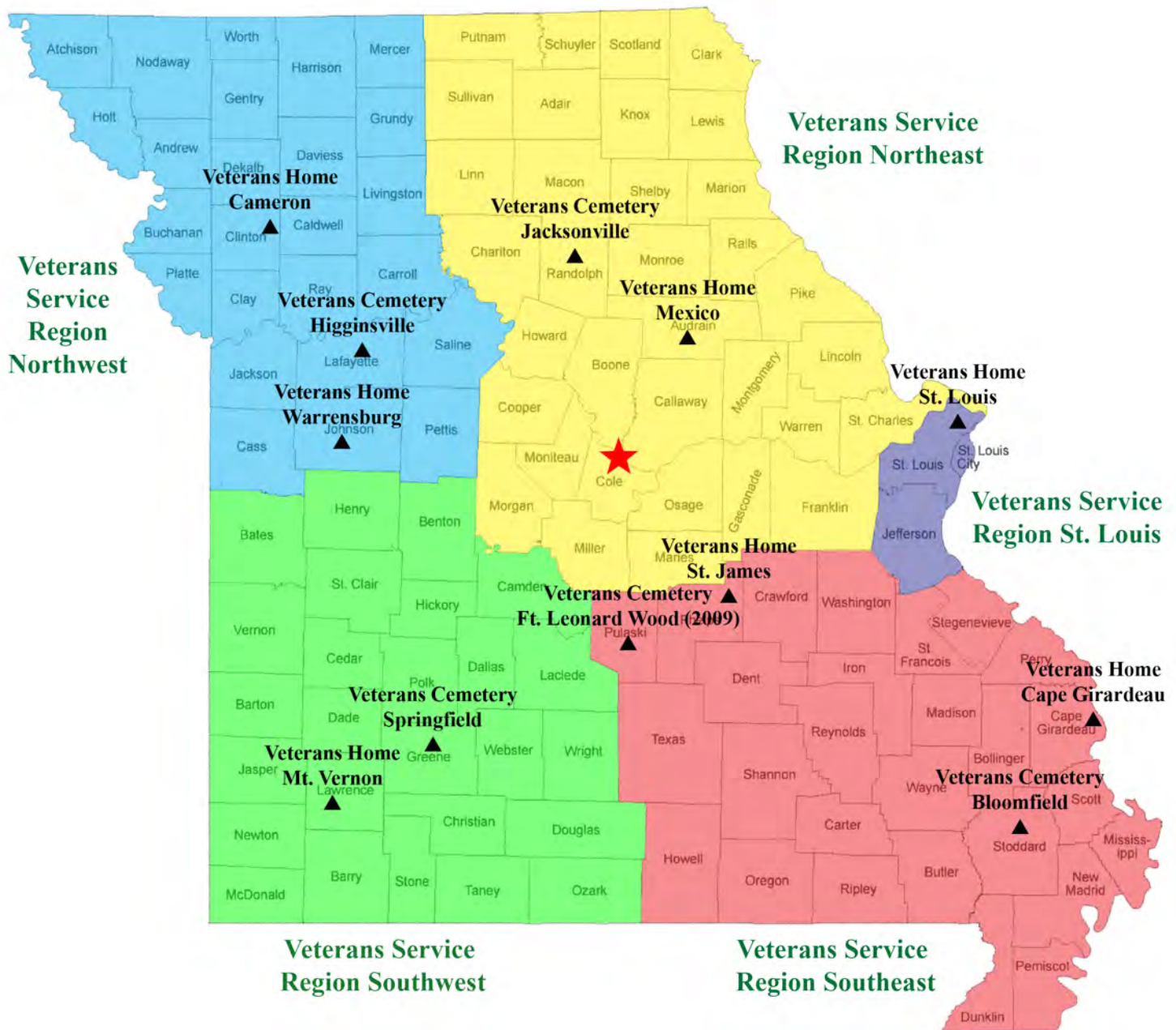
615 E. 13th Street
Mailbox #13
Kansas City, MO 64106
Phone: 816-889-3081

Women Veterans

Missouri State Office Building
525 Jules, Room 320
St. Joseph, MO 64501
Phone: 816-387-2841

Incarcerated Veterans

205 Jefferson Street, 12th Floor
P.O. Drawer 147
Jefferson City, MO 65102
Phone: 573-751-3779



Missouri Veterans Commission
205 Jefferson Street, 12th Floor
P.O. Drawer 147
Jefferson City, MO 65102-0147
573-751-3779
www.mvc.dps.mo.gov